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Government procedures can be confusing and, in the age of automated answering systems, often frustrating. Caseworkers are trained to assist constituents by cutting through a myriad of departments and phone numbers. They can direct people to the appropriate office, provide them with necessary instructions, phone numbers or materials, and/or find out the status of an application.



Constituents will sometimes request that the Congressman "expedite" their applications for

services or benefits. While a caseworker is available to obtain information regarding the status of a constituent's application or claim, this office has no authority to move one person's application ahead of others who are also waiting. However, if an emergency situation develops, a caseworker will communicate the circumstances to the agency and request that the agency take the appropriate actions.

Occasionally, a constituent will request that the Congressman use his influence to overturn a decision made by a federal agency. A caseworker is happy to assist constituents by forwarding information to the appropriate sources for consideration during the adjudication process. A Congressional office, however, does not have the authority to instruct a federal agency to approve or deny an application.

If you need assistance with a specific federal agency, please review our [Help with the Feds](#) pages.

The Privacy Act of 1974 requires Congressional offices to obtain written permission from an individual before an agency can release any case-specific information.

A privacy release form is available in Word and PDF formats. This form can be sent or faxed to our office, and should be addressed to the appropriate case-worker.

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